

Attachment 1. Procedures for Evaluating Past Performance for MAS Offers

MAS offerors can submit past performance information in two (2) ways, depending on their level of experience. The offeror is required to follow one of the two methods when submitting past performance information:

- Method One - Offeror verification of three (3) or more CPARS reports that meet solicitation criteria (see (j)(2)(ii)(A))
- Method Two - Submission of relevant customer references/completed Past Performance Questionnaires (PPQ) to supplement, or in lieu of three (3) or more CPARS reports (see (j)(2)(ii)(B))

Offerors may only demonstrate past performance using Method Two when the offeror does not have three (3) or more contractor performance assessment reports in CPARS which meet solicitation criteria. Refer to provision SCP-FSS-001 *Instructions Applicable to All Offerors* for details.

The evaluation procedures will vary based on the past performance information submitted.

1) MAS Offerors that verify they have three (3) or more contractor performance assessment reports available in the CPARS which meet solicitation criteria

The CO must review all relevant performance assessment reports available in CPARS for contracts/orders completed within three (3) years of offer submission.

- The CO should confirm that at least three (3) of the CPARS reports meet the criteria specified in provision SCP-FSS-001, paragraph (j)(2)(ii)(A):
 - Contract or order completed within three (3) years of the date of offer submission;
 - At least three (3) distinct orders and/or contracts; and
 - Work is similar in scope to products/services included in the MAS solicitation
- The CO must also verify that the offeror addressed any negative feedback in the assessment reports not previously documented in CPARS.

The CO must determine the adequacy of past performance based on the assessment reports in CPARS and any other relevant past performance information available, such as GAO and Office of Inspector General Reports, commercial performance databases, customer surveys, interviews with Program Managers and other COs, etc... At a minimum, the CO must consider the:

- Currency and relevance of the information
- Source of the information
- Context of the data, and
- General trends in the offeror's performance

The CO must document the findings in the Pre-Negotiation Objectives Memorandum.

2) MAS Offerors that submit relevant customer references and completed Past Performance Questionnaires to supplement or in lieu of CPARS reports

Offerors that do not have any CPARS reports that meet solicitation criteria must submit a list of three (3) relevant customer references and three (3) completed Past Performance Questionnaires¹ (PPQ) to eOffer.

Offerors with *fewer* than three (3) CPARS reports that meet solicitation criteria must supplement those reports with additional relevant customer references and completed PPQs. The offeror must submit a total of three (3) past performance references from three (3) distinct orders and/or contracts. For example:

- Offerors with one CPARS report that meets the criteria in paragraph (A) must submit two (2) additional customer references/completed PPQs.
- Offerors with two CPARS reports that meet the criteria in paragraph (A) must submit one (1) additional customer reference/completed PPQ.
- Offerors with no CPARS reports that meet the criteria in paragraph (A) must submit three (3) customer references/completed PPQs.

The CO must review and evaluate any relevant past performance information available in CPARS as outlined in paragraph 1).

The CO must verify that the offeror has submitted relevant customer references, which are defined as customers for whom the offeror has performed work similar in scope to products/services included in the solicitation.

The CO must verify that the past performance references are associated with three (3) distinct orders and/or contracts and the work referenced was completed within three (3) years of the date of offer submission.

The CO must verify that the offeror has submitted the customer reference information outlined in provision SCP-FSS-001, paragraph (j)(2)(ii)(C)(1)-(5), such as customer name/point of contact, a description of work performed, offeror's role, dollar value of project, period of performance.

¹ Or a letter stating they have requested a PPQ from a customer who will only forward the completed PPQ directly to the CO.

The CO must verify the offeror's PPQs:

- Are completed in their entirety by the offeror's relevant customer references.
- If the offeror failed to submit completed PPQs with its proposal in eOffer, verify the offeror submitted a letter stating they have requested a PPQ from a customer who will only forward the completed PPQ directly to the CO.
- When an offeror submits the aforementioned letter in place of completed PPQs, the CO must reach out to the customer reference(s) and have the customer(s) forward the completed PPQ directly to the CO. The CO should provide a minimum of 10 business days for the customer reference to complete and return the survey.
- The CO must provide the offeror an opportunity to address negative feedback in the PPQs and must consider any comments, rebuttal statements, or additional information provided by the offeror when evaluating past performance. The CO must maintain the confidentiality of all customer references in any communications with the offeror.
- The CO must then upload the PPQ into eOffer and proceed with offer evaluation.
- If one or more of the offeror's customer references fail to submit completed PPQs, the CO may:
 - Have the offeror contact existing references to encourage response
 - Request additional customer references, including substitute customer references from relevant work performed by predecessor companies or key personnel
 - Determine available past performance information adequately demonstrates the ability to perform
- A CO is ultimately responsible for determining whether it is appropriate to move forward with just one or two responses. However, the contract file must be documented to:
 - Outline attempts to obtain completed PPQs
 - Document the past performance that was available and considered
 - Include a thorough rationale as to why it's appropriate to move forward

The CO must determine the adequacy of past performance based on information provided by customer references, relevant performance assessment reports available in CPARS, and any other relevant past performance information available, such as GAO and Office of Inspector General Reports, commercial

performance databases, customer surveys, interviews with Program Managers and other COs etc.... At a minimum, the CO must consider the:

- Currency and relevance of the information
- Source of the information
- Context of the data, and
- General trends in the offeror's performance

The CO must document the findings in the Pre-Negotiation Objectives Memorandum.